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Latest Updates Regarding COVID-19

(last update 4/23/2020)

Current Store Hours

Public shopping hours: Mon-Sun 9am — 7pm

Reserved shopping hours*: Mon-Sun 7am — 9am

*The first two hours of daily operations are reserved for senior, pregnant and immunocompromised shoppers only.

Update 5/12/2020

We are once again allowing the use of reusable shopping bags! Shoppers may now use bags they have brought from home after checkout. We will be operating under guidelines provided by the Occupational Safety and Health Administration, and **ask that shoppers using their own bags:**

- Bag their own groceries

- Leave their bags in their cart while bagging

-Refrain from placing unpurchased items in bags while shopping

To ensure their health and safety, our staff will not be handling any personal bags.

Update 4/29/2020

We are now accepting special orders again for most products! Several high-demand products are still unable to be special ordered. Those items include:

Active yeast

Aloe gel

Bleach

Beans, bulked or canned

Canned tomatoes

Cleaning products

Facial tissue

Flour

Napkins

Paper towels

Pasta

Rice

Rubbing alcohol
Sanitizer
Toilet paper
Wipes
Any other item on our limited items list (see below)

All special orders will be subject to availability. Orders for items that are long-term out of stock will need to be resubmitted after a two-week period.

Update 4/23/2020

In order to remain in compliance with the new county ordinance requiring members of the public to wear facial coverings while in public indoor spaces, **we will be requiring all shoppers who intend to enter our stores to wear facial coverings.**

The Humboldt County ordinance defines facial coverings as:

"...any fabric or cloth that covers the mouth and nose without holes. The facial covering can be made using household items (including scarves, bandanas, t-shirts, sweatshirts, towels, turtlenecks, or other fabric), can be sewn by hand, or factorymade."

Children under 2 years old are not required to wear face coverings.

The new county ordinance will be effective April 24th.

The full details of the ordinance can be **viewed here**.

Further guidance on facial coverings can be found here:

<https://www.cdc.gov/coronavirus/2019-ncov/prevent-getting-sick/diy-cloth-face-coverings.html>

<https://www.cdph.ca.gov/Programs/CID/DCDC/Pages/Face-Coverings-Guidance.aspx>

We will continue to work hard to make the Co-op the safest it can be for our staff, members and shoppers. We once again thank everyone for their understanding and patience.

Update 4/17/2020

For those in need of assistance with shopping during this shelter-in-place, please contact our partners at Cooperation Humboldt. They have been running errands and delivering supplies for self-isolating community members, making DIY hand sanitizer/cleaning supplies and DIY face masks and mobilizing a mental health team to assist those struggling with isolation. También hablan español.

For more information, please visit <https://cooperationhumboldt.com/covid-response/>

Needs Request

Necesidades Solicitud

Update 4/4/2020

Changes to Senior Shopping Hour

Beginning Monday, April 6th, we will be extending our Senior Shopping hour to include both pregnant and immunocompromised shoppers. This special shopping time is also being extended until 9am. **The new designated shopping time for senior, pregnant, and immunocompromised shoppers will be 7am to 9am, daily.**

Update 4/1/2020

Extended Senior Hours and Discounts

Our senior discount will now be available every day, 7am to 8am, as well as all day on Tuesdays. We hope that this will help to diffuse the traffic of Senior Day and allow our senior shoppers to still receive a discount while avoiding crowds.

Bulk Bin Handling

Given recently updated shelter-in-place guidelines from local health authorities, shoppers will no longer be able to self-serve from bulk bins requiring the use of a scoop. We ask that all shoppers please refrain from handling these bulk bins and to please ask a staff member for assistance in collecting bulk items.

Update 3/23/2020

No Shopping Bags From Home

Based on feedback from our customers and staff, and out of a desire to take all possible precautions at this time, we will no longer be allowing the use of personal shopping bags by customers. This includes both shopping bags and produce bags. We, once again, thank all of our shoppers for their understanding and cooperation.

Update 3/23/2020

Shopper Limit Increase

In order to serve more customers and reduce waiting times, **we are increasing the number of shoppers allowed in the store to 35 at one time.** We will be closely monitoring the shopping patterns to ensure that the limits still provide for ample space for everyone in the store. We ask that all shoppers please continue to do their part in preventing the spread of infection by maintaining a respectful

distance from others, and exercising proper hand hygiene, coughing and sneezing practices. We thank all our members and shoppers for your continued patience and understanding.

Update 3/19/2020

Humboldt County has officially issued a Shelter-In-Place ordinance to begin at midnight tonight and last through at least April 9th, which mandates that residents only leave home for essential needs. As this does include shopping for groceries, **North Coast Co-op will remain open for business.** However, in coordination with this effort to reduce risk of infection within our community, we will be further modifying our policies to limit exposure to both staff and shoppers. All changes go into effect Friday, March 20, and remain in effect until further notice. Please take time to review the following:

Limited Entry

We will be limiting entry into both stores to no more than 20 customers at one time. This will be a rolling 20—when one customer leaves, another may enter.

Only the front doors of each store will remain open. There will be a staff member monitoring customer entry and exit.

We will continue to have Senior Shopping Hour, from 7AM - 8AM, but will be enforcing the new 20 person limit.

Register Lane Modification

Lanes will be open in alternating intervals, leaving one register between to increase distance between lines. Lines at the registers will be taped off with orange tape, designating waiting spaces with 6 feet of distance between them.

Lines for customers waiting outside will also be designated to prevent crowding.

Product Limits

To ensure that the limited supply we have available can be equitably distributed, we will be placing limits to certain staple products. Product limits are listed below. Note that limit numbers are in units sold (Ex: one four-pack of bathroom tissue is 1 unit, not 4 units), and that the limit is per transaction, not per customer.

Paper Towels

3 Pack — 1

Single roll — 2

Bathroom Tissues

12 Pack — 1

4 Pack — 1

Single roll — 2

Baby Wipes — 2
Hand Sanitizer — 2
Sanitizing Wipes — 2
Aloe Vera Gel — 2
Aloe Vera Gallon — 1
Canned Beans — 4
Rubbing Alcohol — 1
Peroxide — 2
Ground Beef — 10 lb
Bulk Rice — 10 lb
Bulk Beans — 10 lb

Temporary Changes to Store Policy

In response to COVID-19, we are making the following temporary changes to our store policies and procedures:

Returns will not be accepted for items taken outside the store.
We are no longer allowing the use of reusable containers brought from home, excluding containers intended for water and non-food items.
Shoppers that bring their own bags must bag their own groceries.
Public tables and chairs will be unavailable for use.
Self-serve food and drink stations will be unavailable.
Special orders and case discounts will be unavailable.
We will no longer be accepting bottle returns from customers.

In order to ensure the safety to our staff and customers, we ask that all shoppers do their part to limit the transmission of illness by exercising proper hand hygiene as well as coughing and sneezing practices.

We highly value the well-being of our Co-op community members and appreciate your understanding and cooperation.

Co-op Statement on Current COVID-19 Situation (3/16/2020)

Dear Member-Owners and Shoppers,

We would like to take a moment to address our Co-op community regarding the developing events surrounding COVID-19.

The health and wellness of our community members is our highest priority and we intend to continue to follow the best practices recommended by the Center for Disease Control and our local health partners. Rest assured that food handling processes will be practiced at the highest standards and the sanitation of surfaces has been increased in order to maintain the cleanest environment for our customers.

During these times of extra precaution, we are instructing any Co-op staff that are experiencing cold or flu symptoms to stay home. An increase in call-outs may result in lower staff numbers, so we ask that all shoppers to please bear with the changing situation and know that our present staff is working extra hard to ensure we meet all of our customers' needs.

We ask that all Co-op shoppers do their part in preventing the spread of illness by also exercising proper hand hygiene as well as coughing and sneezing practices. Hand wipe stations have been made available at store entrances.

As a health precaution, **we are temporarily pausing the in-store use of reusable cups and other durable containers brought from home.** This includes but is not limited to all prepared foods service cases, beverage and food bars, and both our Bulk and Meat departments. All self-serve food stations will be closed. Sampling from the Deli and Bakery as well as in-store demos are also suspended.

Given the sudden increase in demand for some products, supply has tightened, and some products may be unavailable. We are doing our best to keep items in stock, working to find alternate sources when available. We understand that manufacturers are trying to replenish inventories as quickly as possible.

During this time of increased sanitation awareness and practice, **we will not be accepting product returns.** This is for the safety of all our shoppers and staff as we cannot know where items taken outside the store have been contaminated.

North Coast Co-op is committed to the health and safety of our community and we are ready to dynamically respond to the changing situation. As the situation progresses, we will continue to give updates through our website, social media and emailing lists. We thank all our members and shoppers for your cooperation and understanding.

In Cooperation,
Sean Nolan
General Manager

**JUL
2** MEMBER EVENT
**Board of Directors
Meeting**

📍 **Arcata Store**
8th & I Streets
Arcata, CA 95521
(707) 822-5947
Open Daily

📍 **Eureka Store**
4th & B Streets
Eureka, CA 95501
(707) 443-6027
Open Daily

EMPLOYEE LOGIN

Stay Connected

YOUR@EMAIL.COM

SIGN UP

7am to 7pm

7am to 7pm



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